

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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**SECTION:** Human Resource Management **POLICY: 5.006**

**SUBJECT:** Employee Recognition

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**POINT PERSON:** SARA WALKER, MD  
PRESIDENT, MEDICAL AND ALLIED  
HEALTH PROFESSIONAL STAFF

**APPROVED:** GREGORY P. ROBERTS  
SUPERINTENDENT

*Gregory P. Roberts*  
**DATE: DECEMBER 9, 2011**

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### I. POLICY

It is the policy of the Oregon State Hospital (OSH) to celebrate employees' service and accomplishments in furthering the Hospital's mission, vision, and values.

### II. PROCEDURES

#### A. Employee Recognition Committee

1. The committee shall be comprised of at least ten (10) employees in clinical and non-clinical departments, and shall include management and represented employees. At least one member shall be employed in the Human Resources Department. The committee, through its Chair or designee, shall report its activities and recommendations to the Employee Support Committee, except as noted below in Section E.
2. The Employee Recognition Committee shall coordinate or perform all of the employee recognition activities included in this policy except as otherwise noted in Section F.
3. The Employee Recognition Committee shall submit and update content for the Employee Recognition page on the OSH Intranet, with oversight by the Public Affairs Office. The committee shall also submit articles for OSH print media, as appropriate.
4. The committee shall raise funds to support its activities, except that Years of Service Certificates shall be provided by the State.

5. The committee shall create and follow metrics to evaluate the success of the recognition activities managed by the committee, and adjust the activities at least annually in response to the data.
6. The committee shall nominate from among its members a Secretary and Treasurer. The Treasurer shall maintain accurate records of the finances of the Committee and shall, along with the Chair, be authorized to disburse its funds as required for committee activities.

**B. Recognition of New and Retiring Employees**

Employees beginning service or retiring from OSH shall be formally recognized on a monthly basis in OSH-published media, with a uniform method of recognition. This may include Intranet and/or print publications.

**C. Recognition of Years of Service**

1. Certificates recognizing years of service to the State of Oregon shall be presented to employees, with recognition occurring in five-year increments. Human Resources shall provide these certificates, with Employee Recognition Committee coordination.
2. Employees shall be provided with a breakaway badge lanyard, color-coded to years of service (in five-year increments: 0-5 years, 5-10 years, 10-15 years, etc.), along with their recognition certificate. Lanyard colors shall not include blue, purple, or green.
3. Employees receiving a recognition certificate shall also be recognized in OSH-published media. This may include Intranet and/or print publications.

**D. Individual Recognition Program**

1. The Employee Recognition Committee shall print and distribute blank Recognition Cards throughout all Hospital departments. These shall be two-page non-carbon reproduction forms or similar.
2. Any employee may use a Recognition Card to recognize any other employee at any time.
  - a. Recognition shall be for an act or ongoing behavior that exemplifies one or more parts of the OSH Vision (Inspiring Hope, Promoting Safety, Supporting Recovery) or improves

quality of services, with the understanding that these are broad categories and that they describe many behaviors.

- b. The Recognition Card should include a specific description of the behavior being recognized.
3. Upon receiving a Recognition Card, the employee being recognized may send the copy to the Employee Recognition Committee to enter into the next prize drawing.
4. The Employee Recognition Committee shall arrange for prize drawings to be done at least once monthly. Recognition Cards received since the last drawing shall be eligible for the current drawing.
5. The Employee Recognition Committee shall award donated or purchased prizes to employees whose Recognition Cards are randomly selected at prize drawings. To the degree possible, prizes shall be chosen by the selected employees in the order in which the cards were selected.

**E. Team Recognition Program**

1. On a monthly basis, managers may nominate work teams for recognition.
  - a. Nominations shall be in the form of written correspondence to the Employee Recognition Committee, and should include a detailed description of the reason for the nomination.
  - b. Work teams may include part or all of a department or unit, or multiple departments or units working in unison on a specific task.
  - c. Nominations may be for excellence in patient care or other work, for a single episode or over a period of time, and may be based on observation or data collected. Examples may include, but are not limited to: reductions in unsafe incidents (patient restrictive events, falls, employee injuries, etc.), substantial improvement in data that work teams are tracking with metrics, improvement in outcomes (treatment mall attendance, rates of discharge or transfer to less-restrictive settings, etc.), team employee attendance rates, developing and implementing innovative solutions or treatment approaches, etc.

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2. The Employee Recognition Committee Chair or designee shall present nominations to the Superintendent's Cabinet monthly for review and selection of a Team Recognition Award.
  3. The team(s) selected for the Team Recognition Award shall receive a certificate and the opportunity to share an informal get-together with the Cabinet within 14 calendar days after the selection, and an article about the team's accomplishment shall be published in OSH media.
- F. Employees may suggest evidence-based, patient-centered assessment and/or treatment modalities directly to the Clinical Executive Committee. This may include new modalities that are not currently provided at OSH, or improvements to existing modalities that would enhance their effectiveness. If an assessment or treatment modality is selected for implementation or improvement at OSH, the employee shall be provided with paid training, if required, and provided the opportunity to assist with implementation of that modality at OSH.

### **III. ATTACHMENTS**

Attachment 1 – Oregon State Hospital Recognition Card

Replaces Oregon State Hospital Policy and Procedure 5.006, *Employee Recognition*, dated 2/25/2009.

Attachment 1

**It Is My Pleasure To Recognize**

Name \_\_\_\_\_ Unit/Work Area \_\_\_\_\_

For great work in the area(s) of:

*INSPIRING HOPE*    *PROMOTING SAFETY*

*SUPPORTING RECOVERY*

*IMPROVING QUALITY*    *INNOVATING*

I noticed you: \_\_\_\_\_

OREGON STATE  
HOSPITAL

HOPE • SAFETY • RECOVERY

From: \_\_\_\_\_

Name \_\_\_\_\_ Unit/Work Area \_\_\_\_\_

**Thank you for making a difference!**